

Smarter order-to-cash processing

EXL improves cash application accuracy by 25%



Client

A leading industrial products and services provider.

Business Case

During a period of unprecedented growth, the client needed support moving to a shared service model.

Scope

- › Customer invoices
- › Cash application
- › Customer master data
- › Invoice adjustments
- › Write-offs and match-offs.

Background

Following an intense period of M&A and joint venture activities, a leading industrial products and services provider found itself operating with several accounting and administrative systems. This created:

- › A highly manual cash posting and application process.
- › Inadequate controls around adjustments to invoices.
- › A nonstandard reports process.

The company decided to move the order-to-cash process to a shared service model and needed a flexible, nimble F&A partner to help implement and maintain the process.

2X

Doubled the "auto-apply" rate within 18 months

Reduced the time to produce critical reporting by

30%

50%

Eliminated head-count required to post and apply cash

Improved auto-match cash application accuracy by

25%

Improving the order-to-cash process

The solution

EXL transformed bill distribution and cash application to release working capital by:

- › Designing and executing campaigns with customers to transform cash receipt process and improve “auto-apply” rate.
- › Implementing automated solutions for preparation and distribution of critical reports.
- › Establishing a 20-hour daily work window for speedy cash application and resolution of issues.
- › Leveraging automated tools to process invoice adjustments.

The results

- › Centralized, standardized, and automated process across business lines.
- › Metrics for performance benchmarking.
- › Visibility into unapplied cash and payment method.

About EXL

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